GOVERNMENT OF INDIA
URBAN DEVELOPMENT AND POVERTY ALLEVATION
LOK SABHA

UNSTARRED QUESTION NO:3519
ANSWERED ON:11.12.2001
INTRODUCTION OF COMPUTERIZED COMPLAINTS REGISTRATION AT ENQUIRY OFFICES OF CPWD
SHYAMA SINGH

Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVATION be pleased to state:

(a) whether the CPWD has introduced computerised complaint registration system at some of the enquiry offices in the Capital;

(b) if so, the details thereof;

(c) whether the similar facility is likely to be extended at all the CPWD enquiry offices in the Capital;

(d) if so, the time bound programme chalked out for the same; and

(e) the extent to which the computerised complaint registration system at CPWD enquiry offices is going to redressthe various complaints of allottees?

Answer

MINISTER OF STATE FOR URBAN DEVELOPMENT & POVERTY ALLEVIATION (SHRI BANDARU DATTATREYA)

(a)&(b): Yes, Sir. The CPWD has introduced InteractiveVoice Response System at two Service Centres, Chankyapuri andSouth Avenue, for Registration and monitoring of maintenance complaints.

(c)&(d): Yes, Sir. The facility is proposed to be provided at all service centres in Delhi, in phases, on availability of funds.

(e):

(1) The allottees will have easy and round the clock access to registration of complaints.

(2) Status of the complaint can be checked by the allottee easily.

(3) Senior officers can easily monitor the status of complaints and take remedial action to expedite the clearance of complaints.